

FIG. 1

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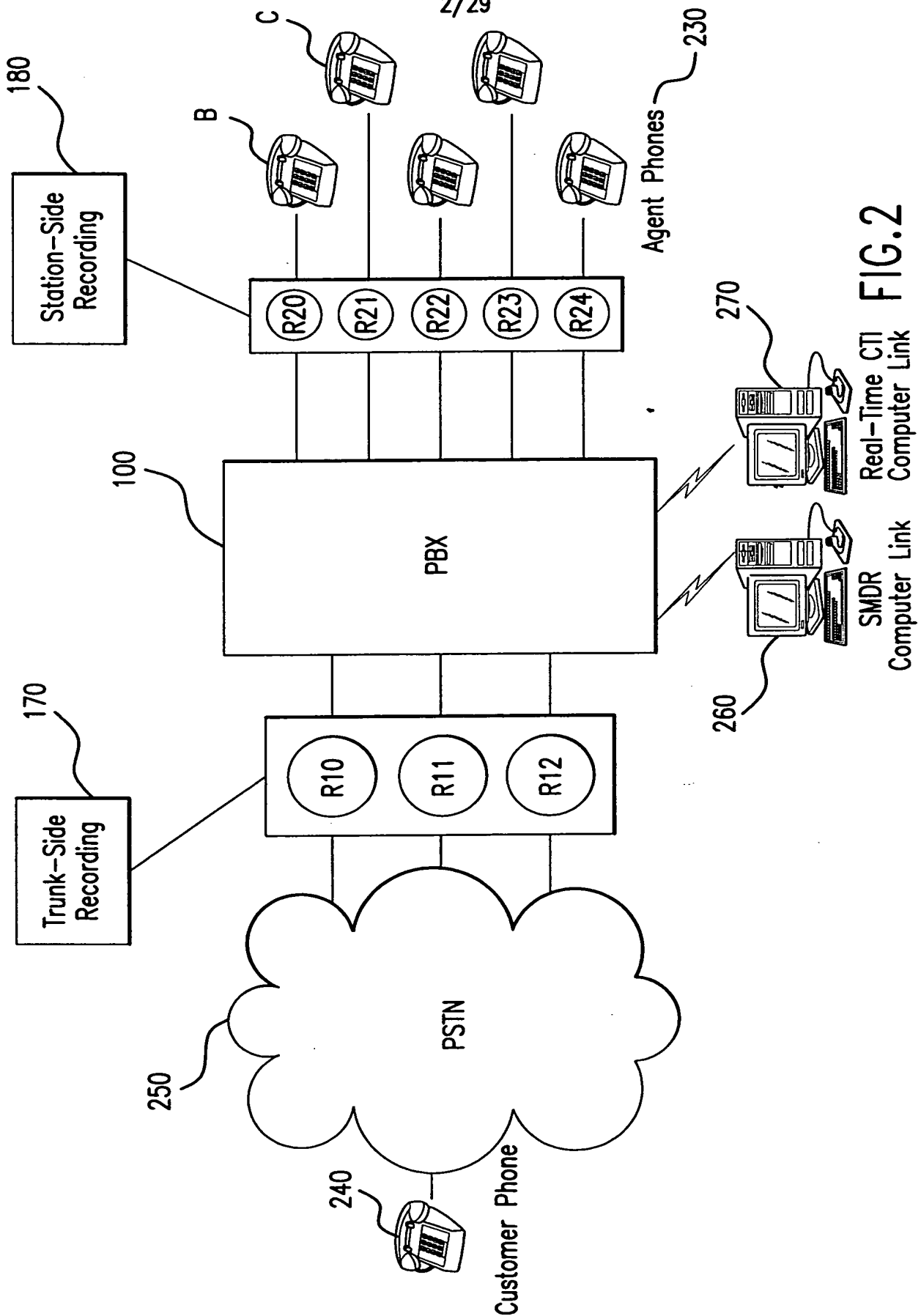


FIG. 2

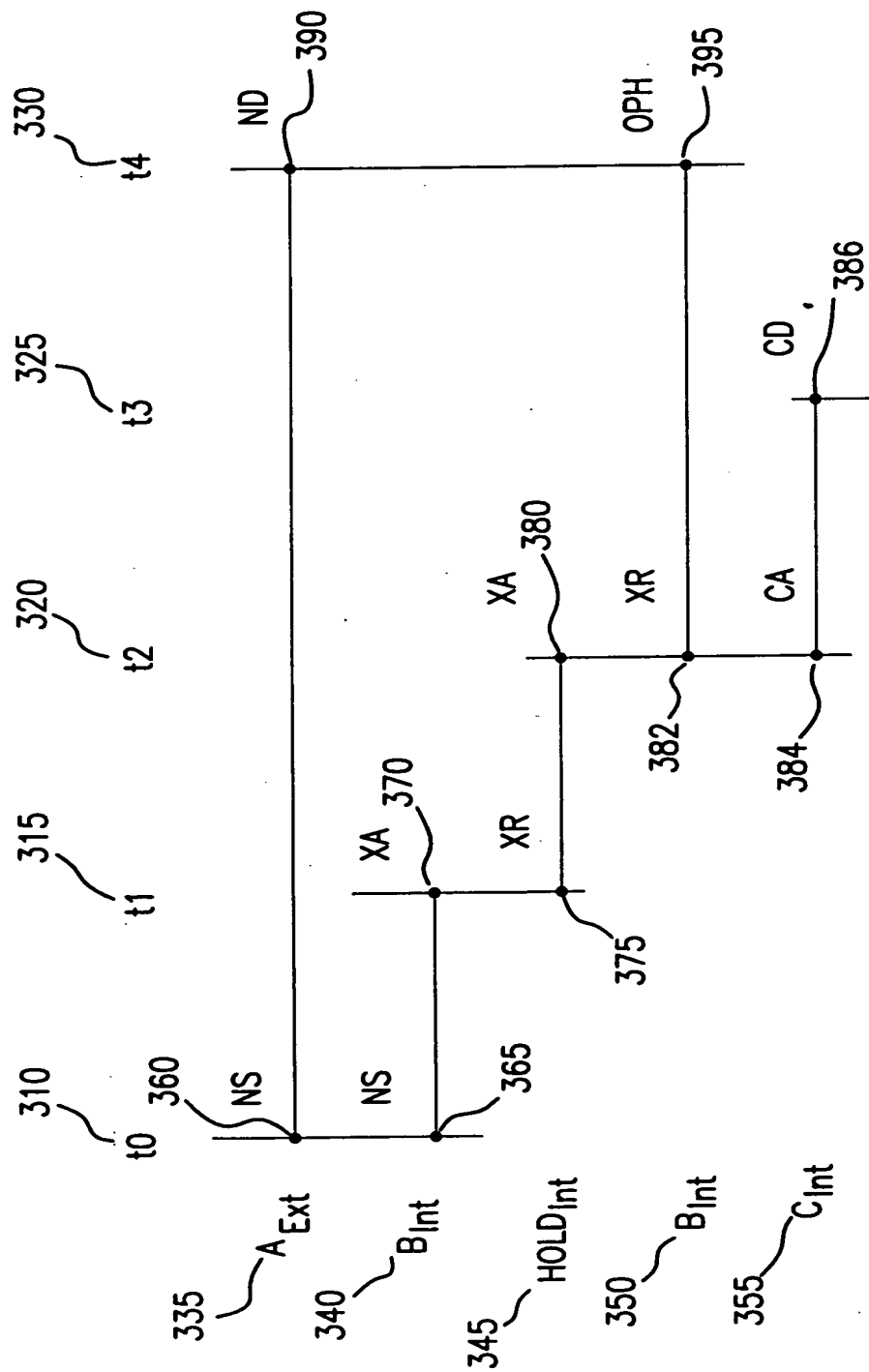


FIG. 3

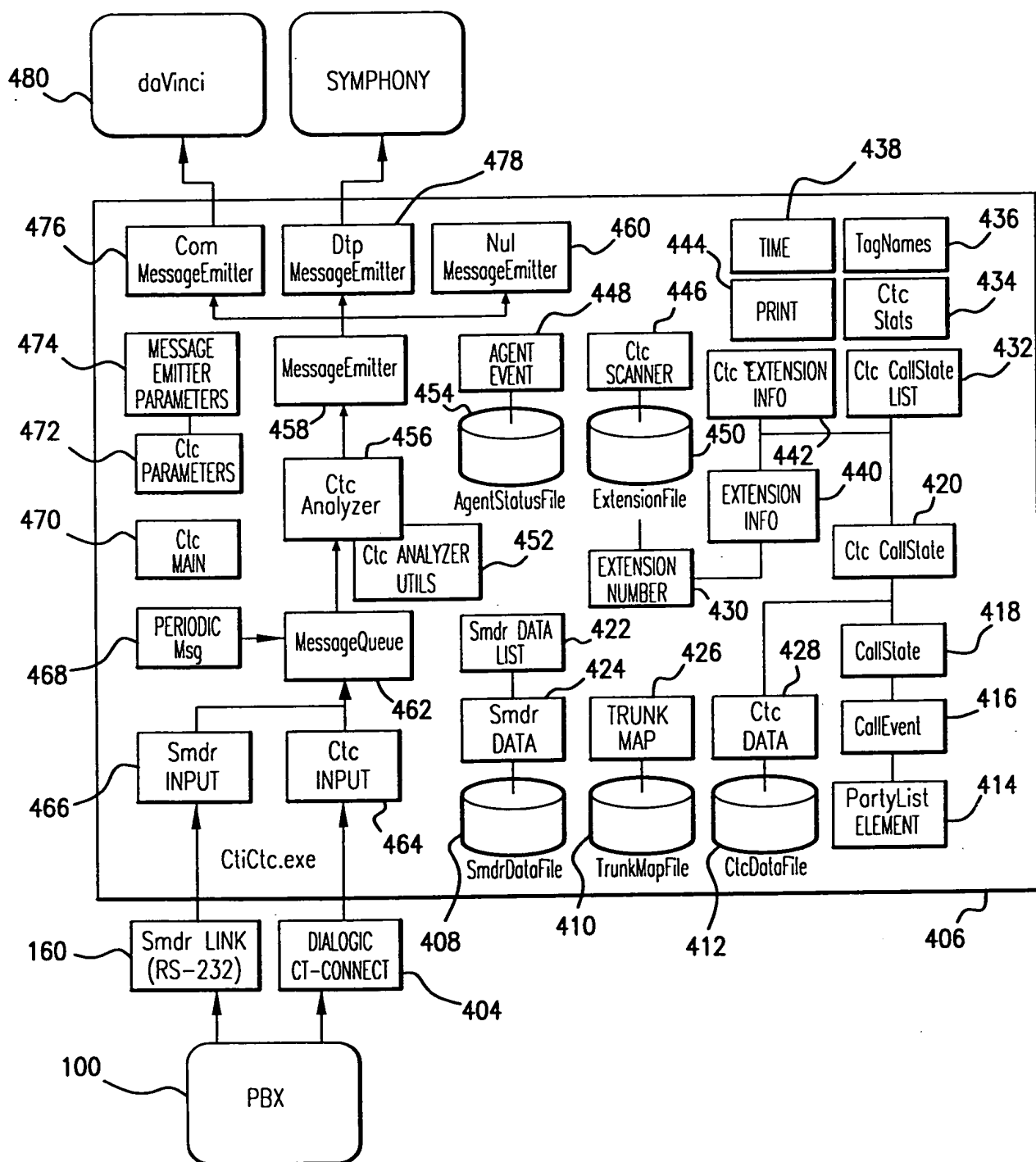


FIG. 4

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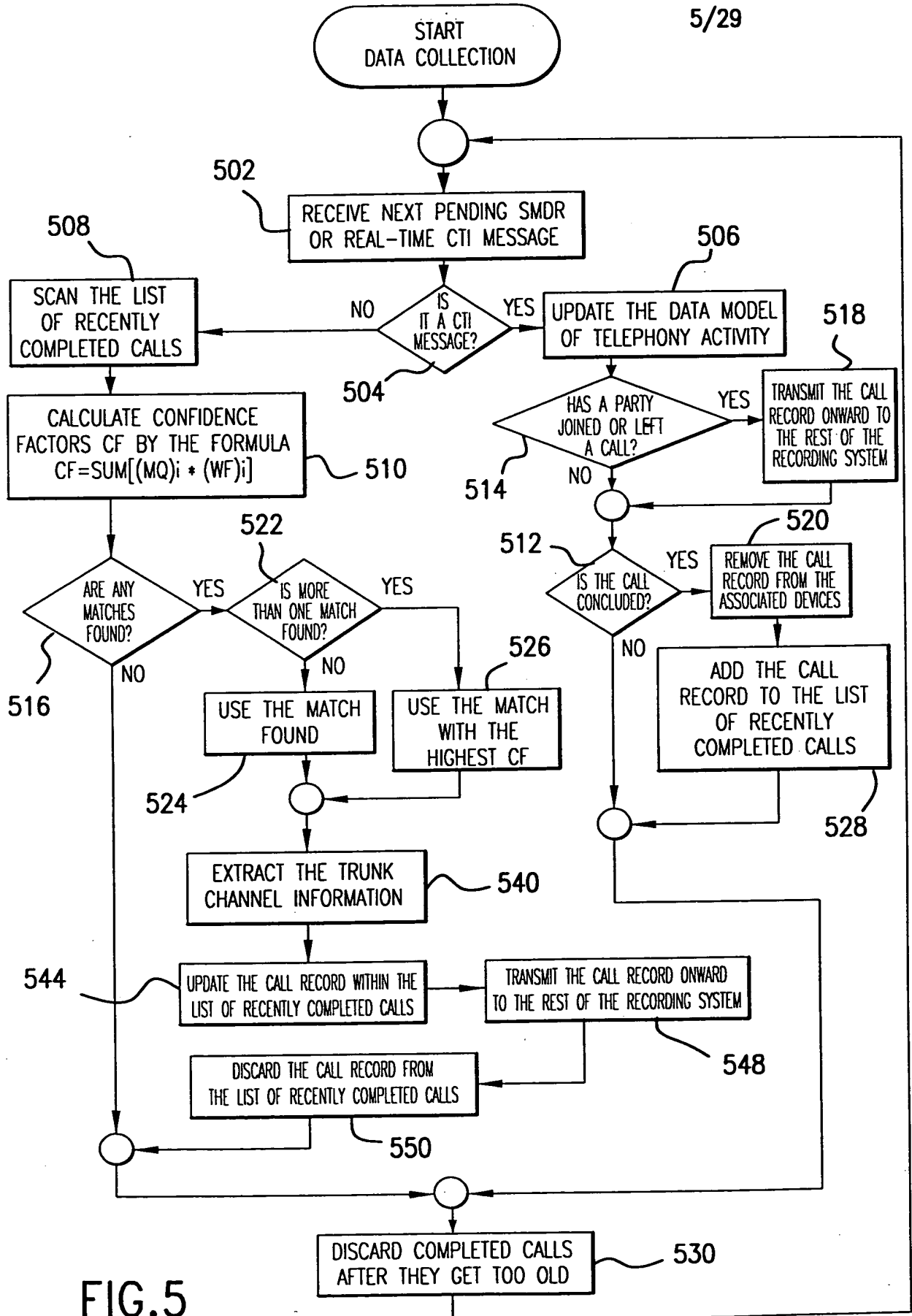


FIG.5

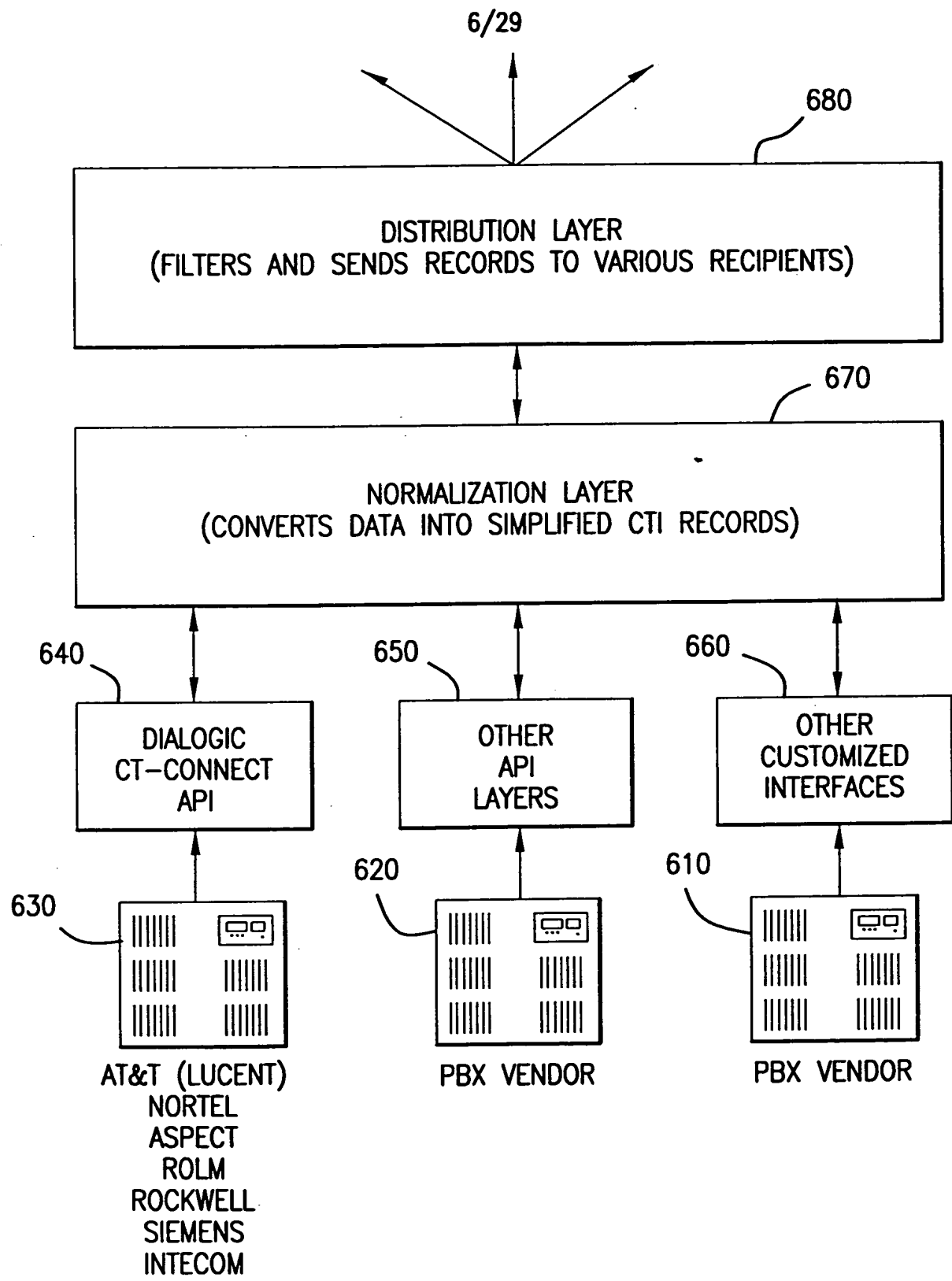


FIG.6

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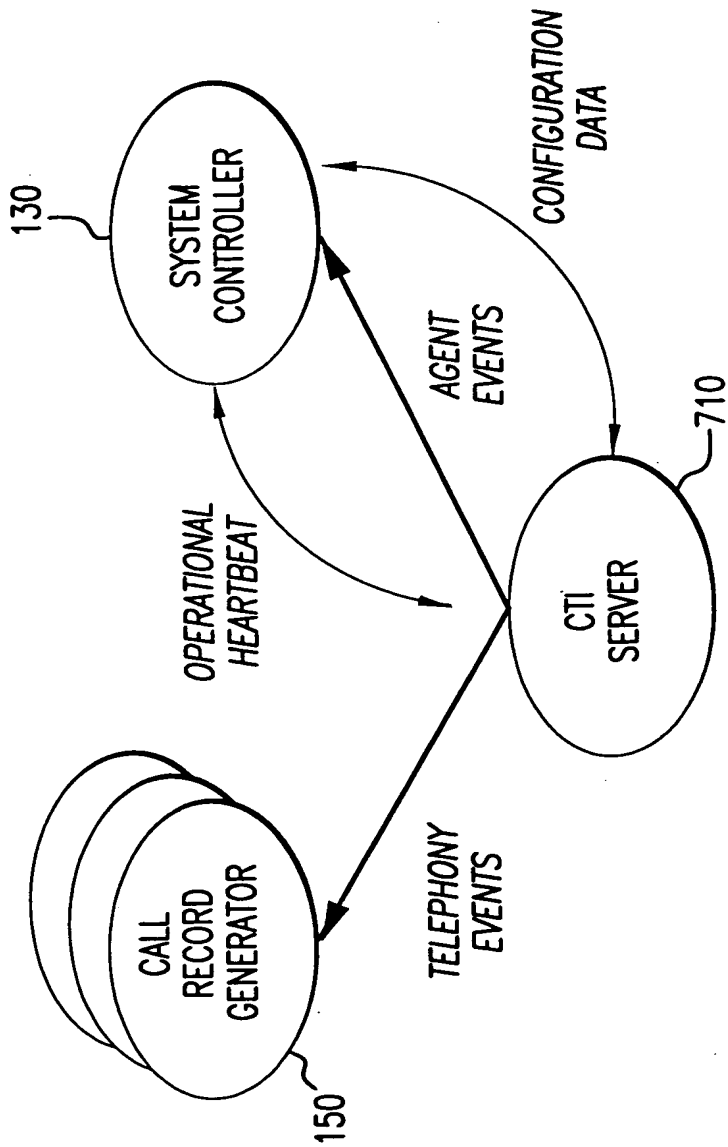


FIG. 7

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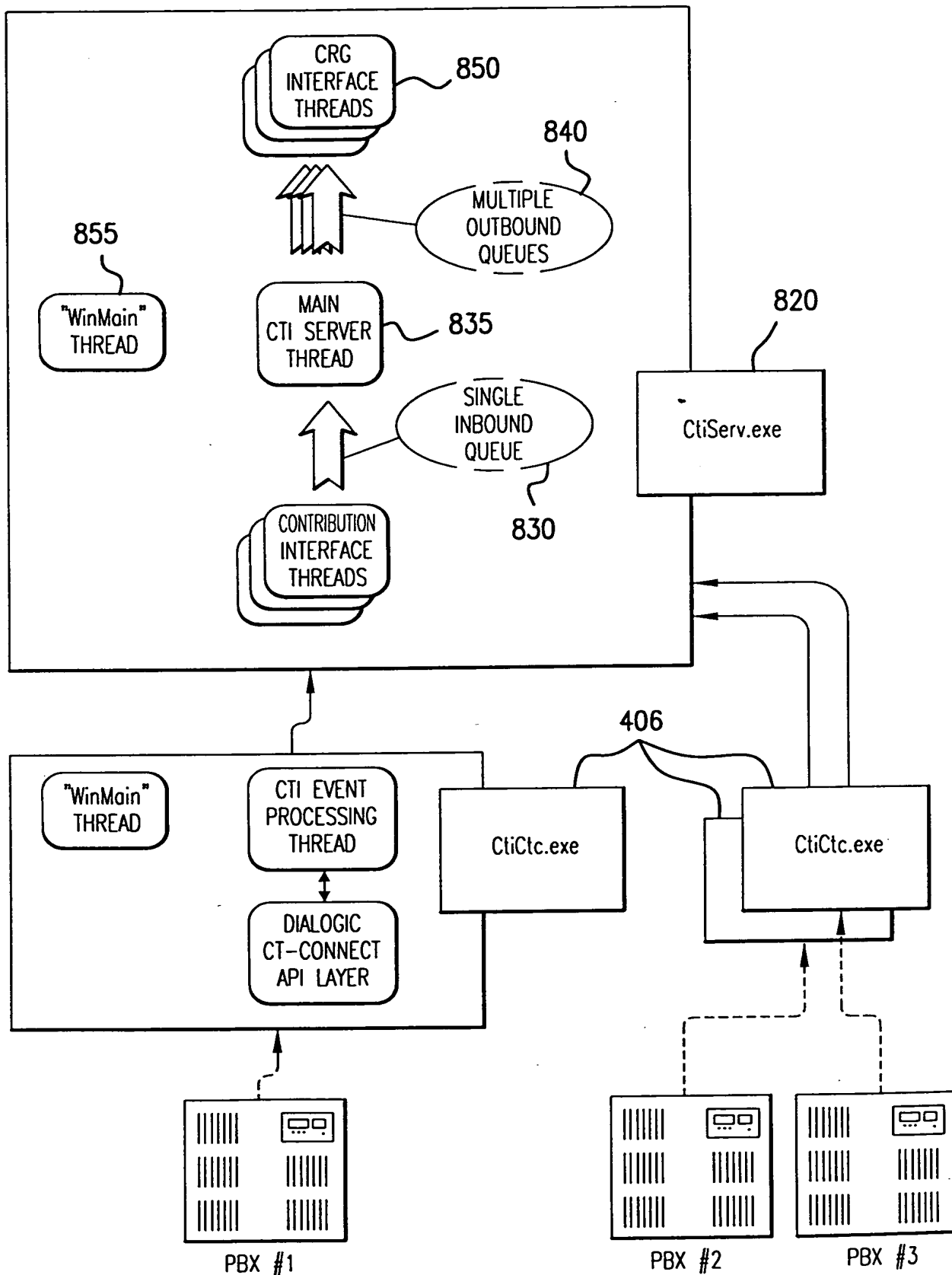


FIG.8



FIG.9

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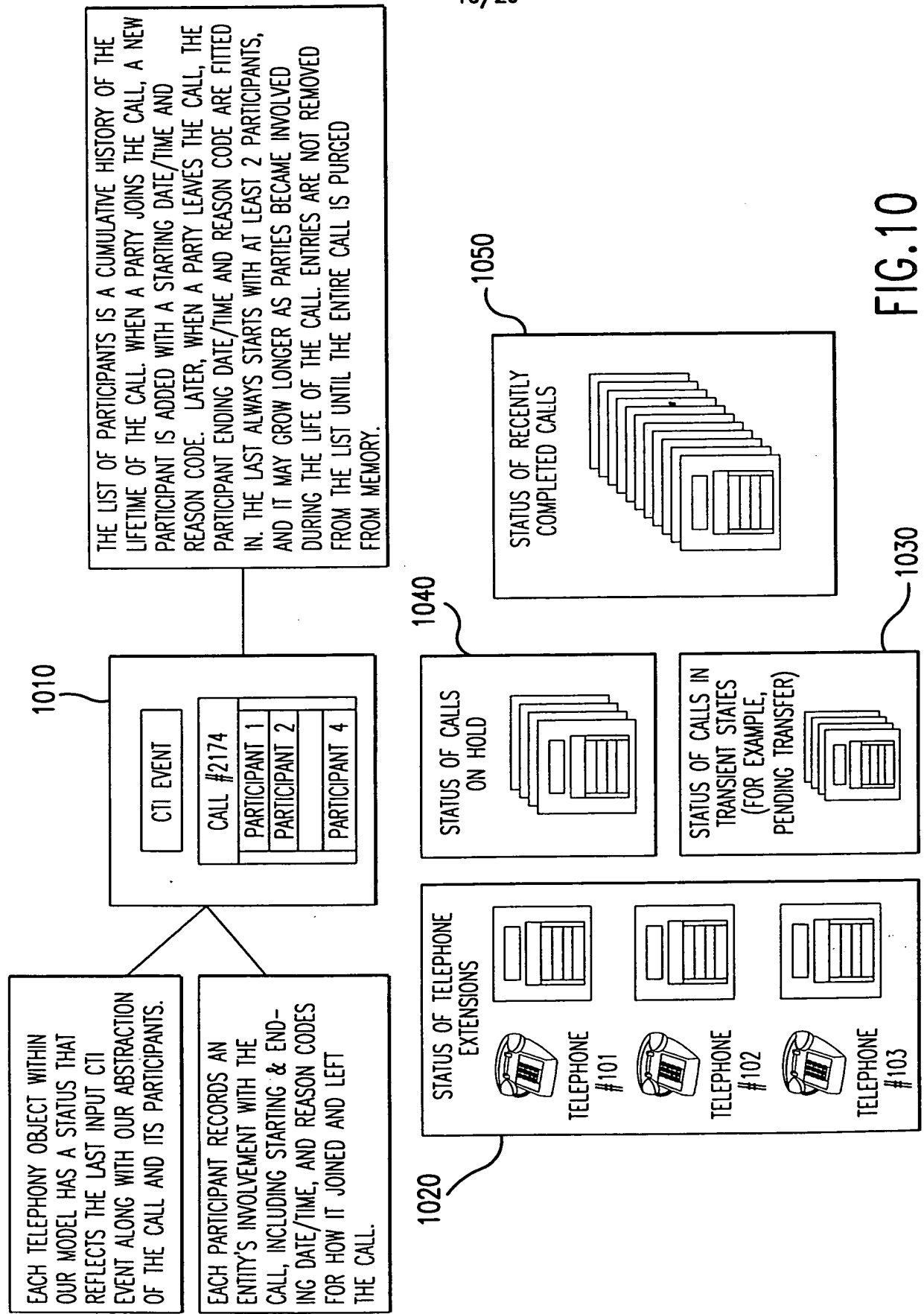


FIG.10

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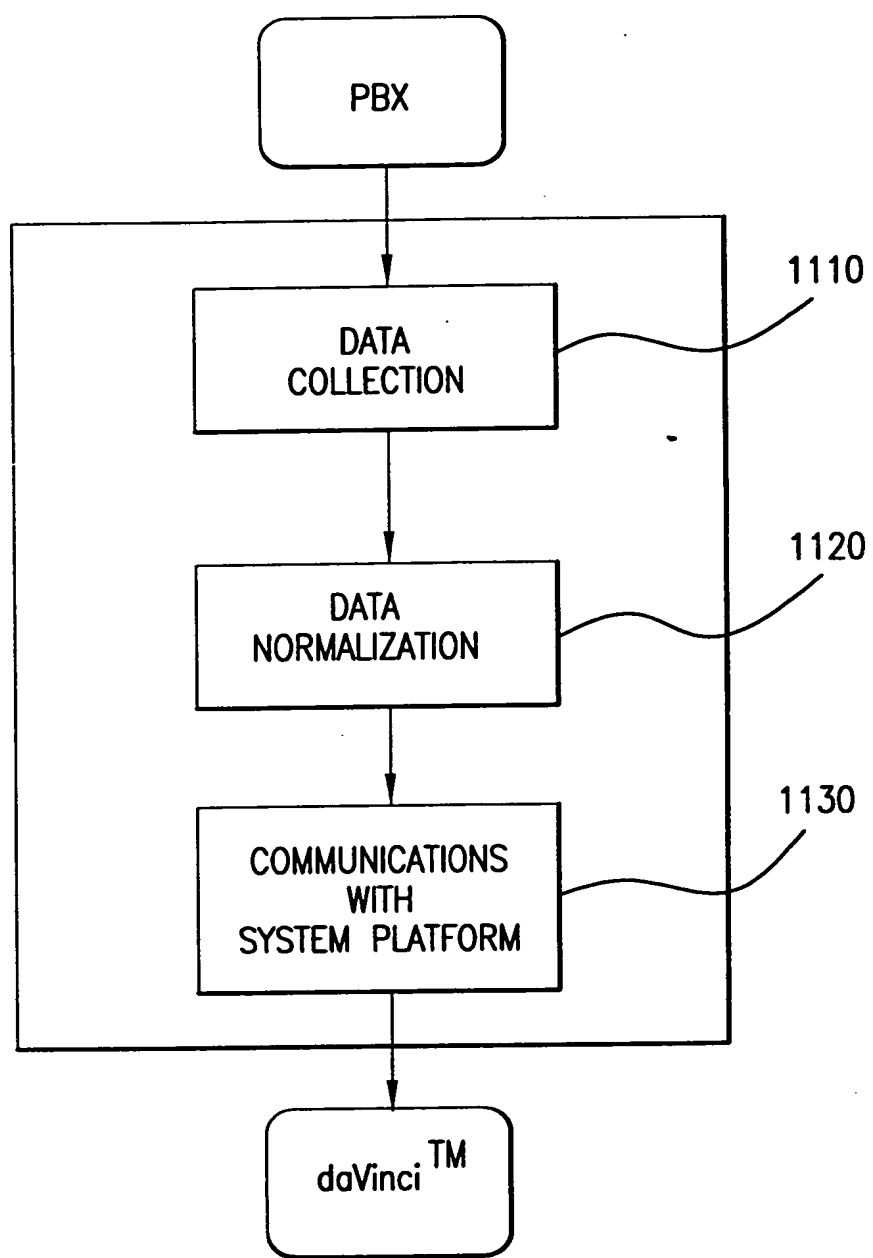


FIG.11

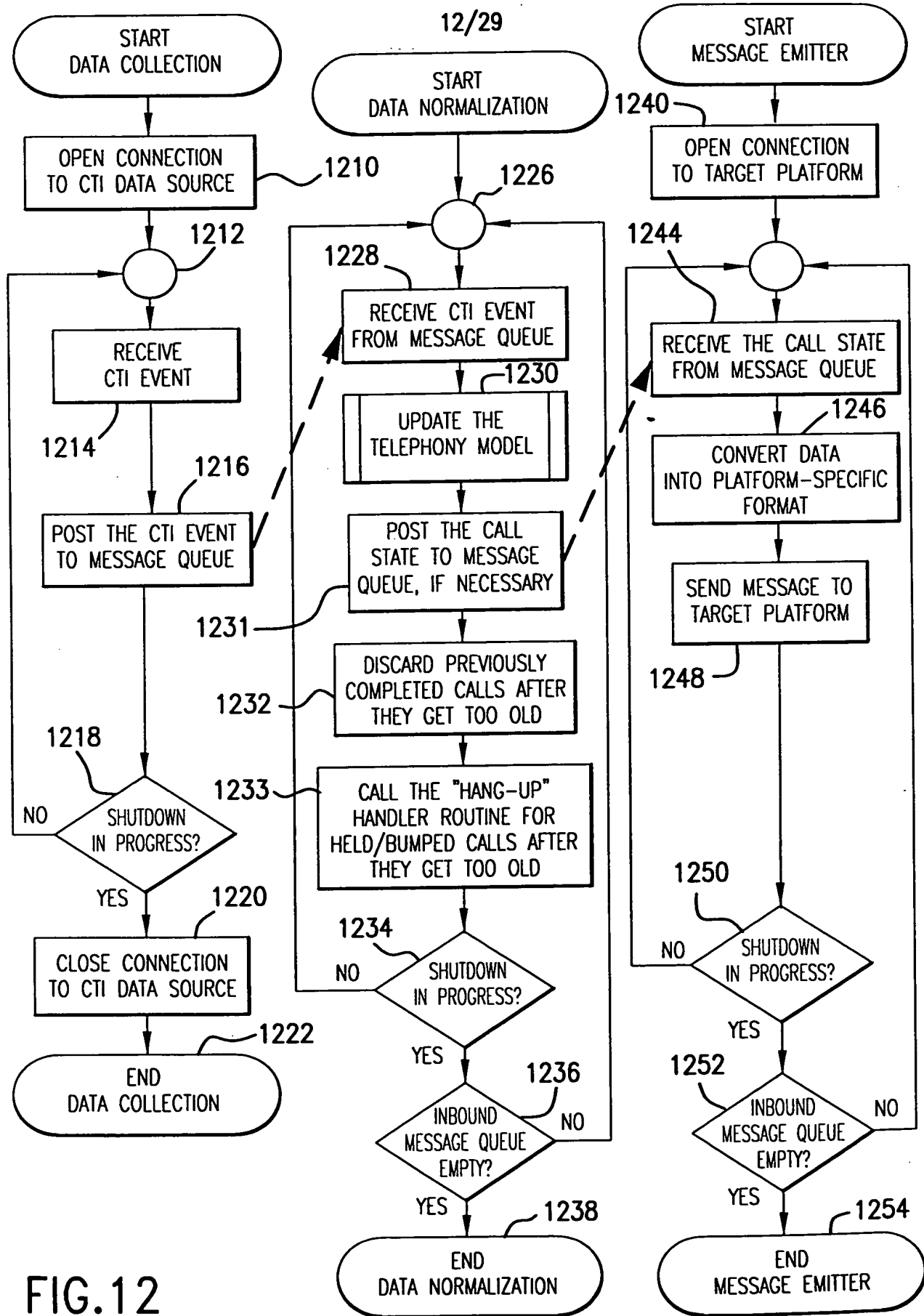
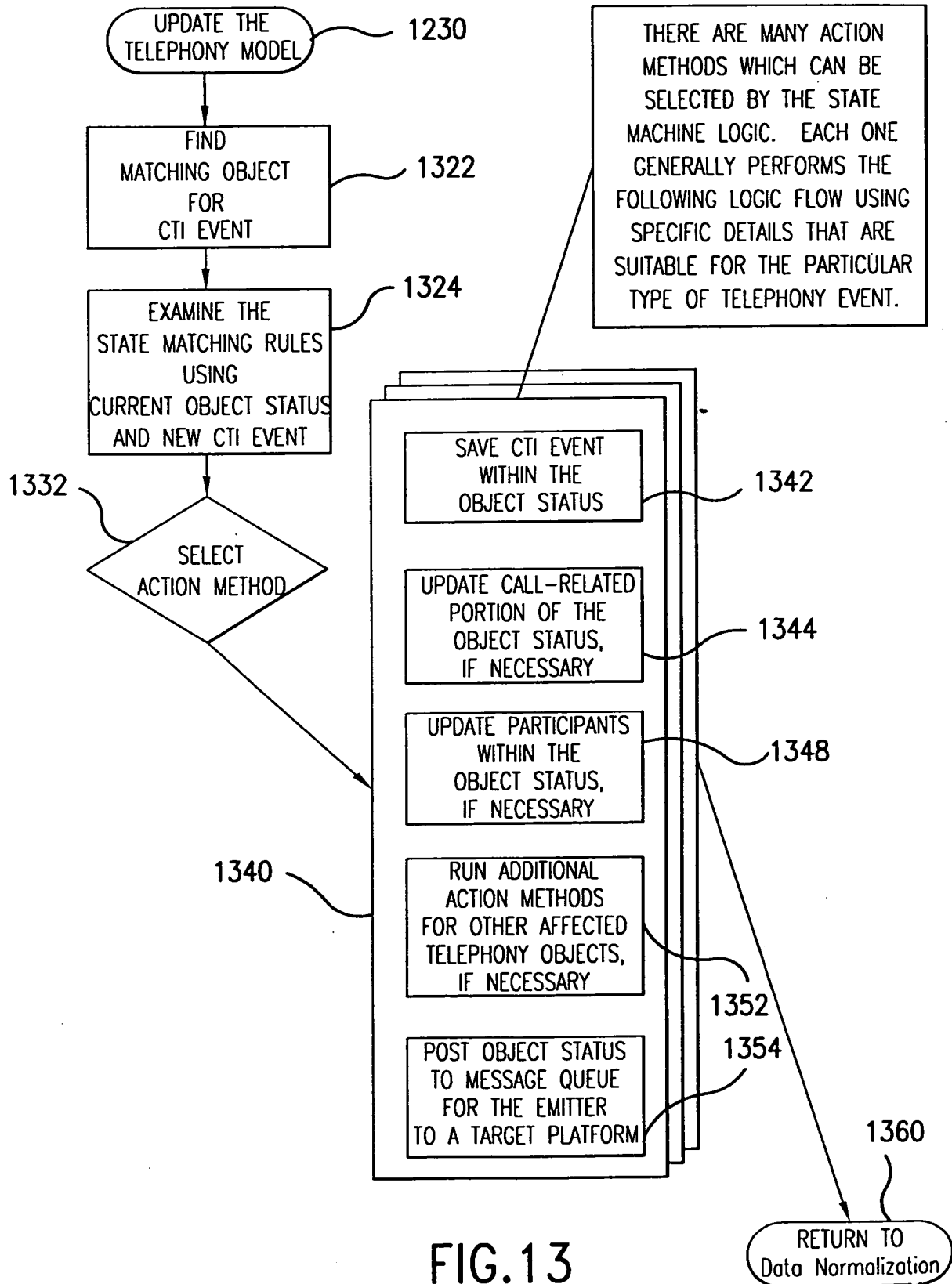


FIG.12

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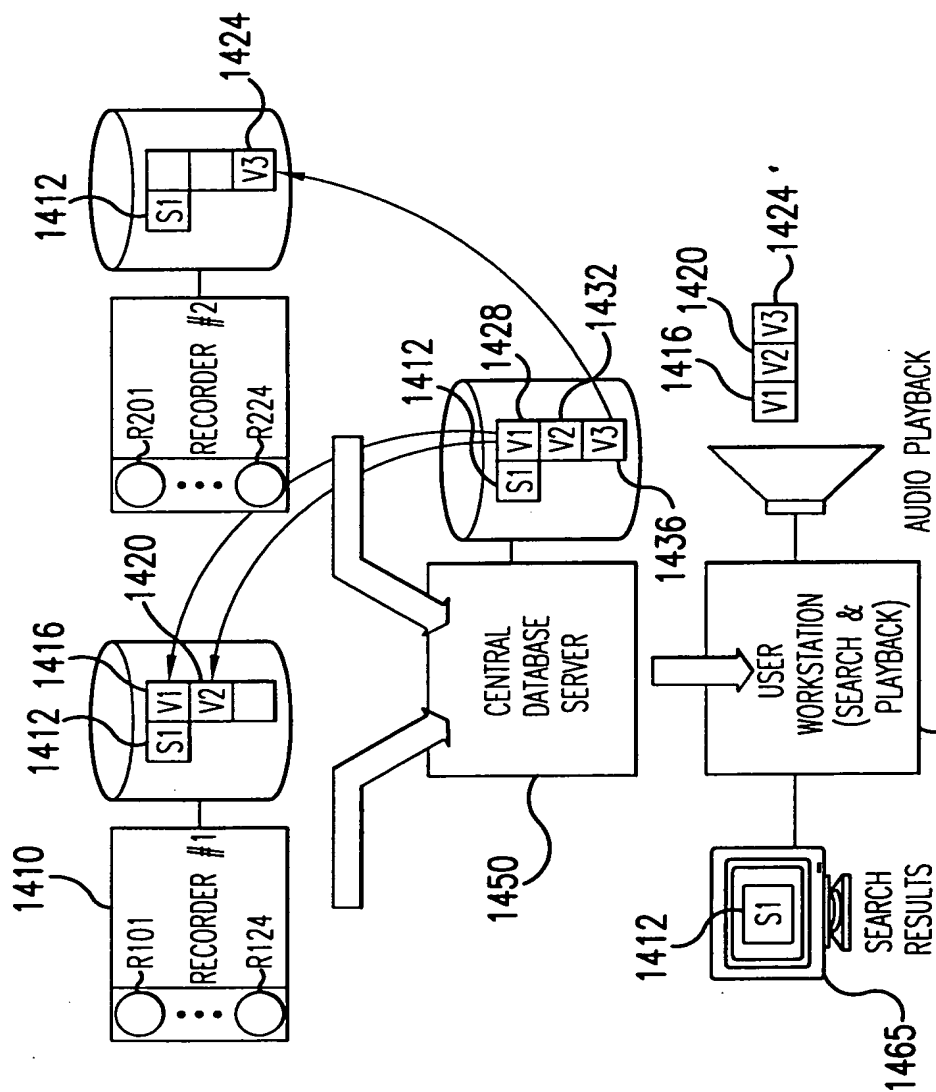


FIG. 14

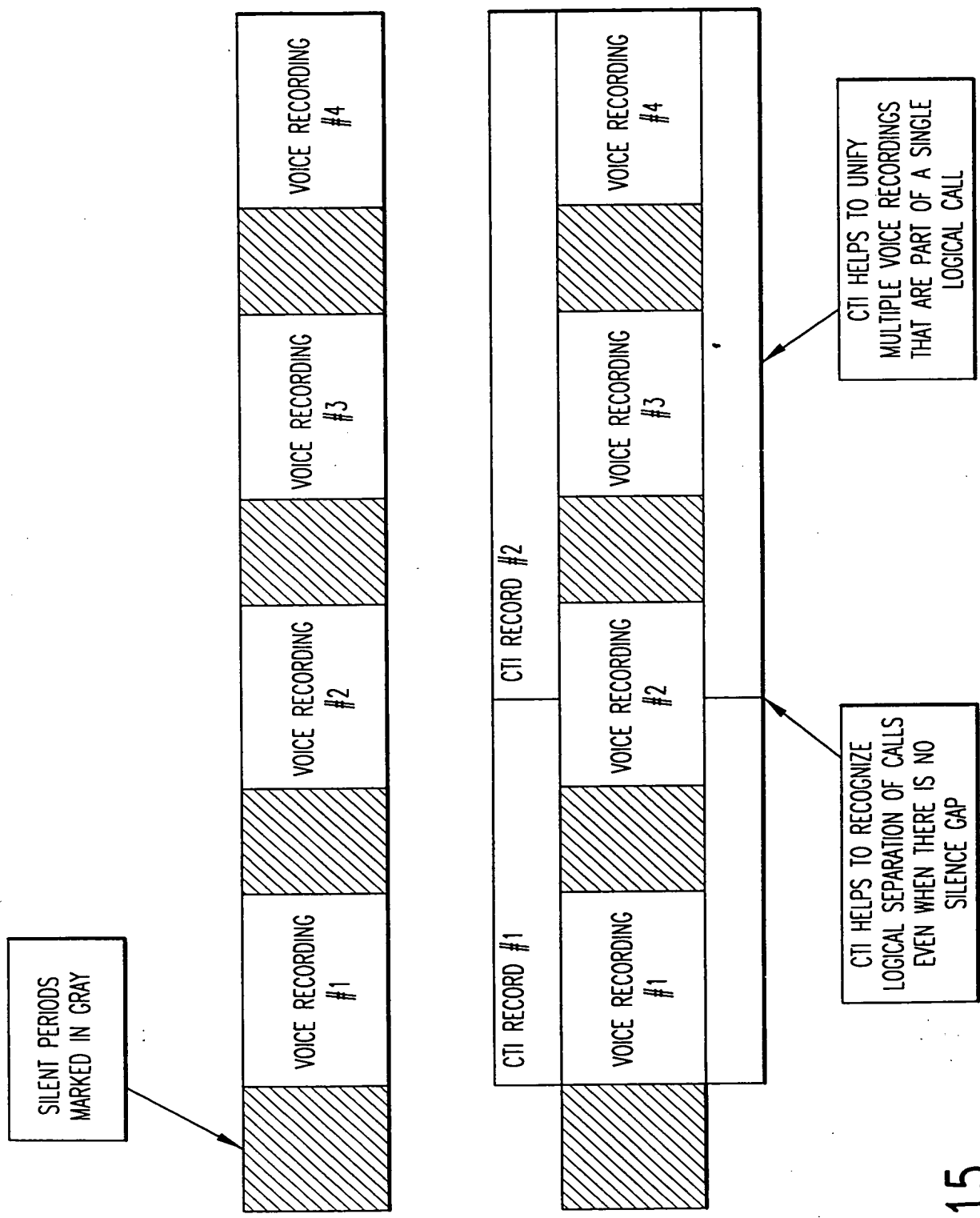


FIG.15





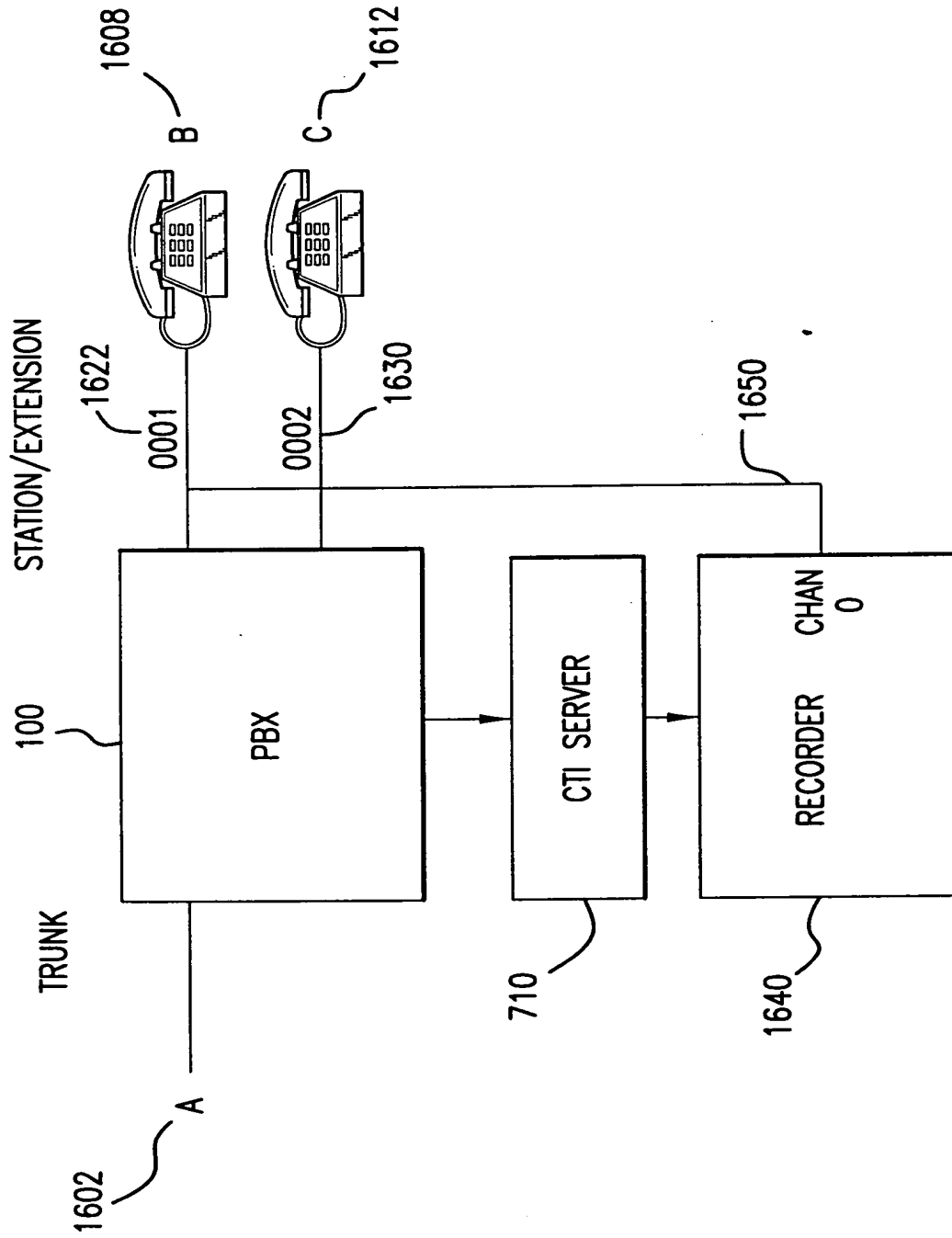


FIG.16A

| AgentId | EXTENSION | LOCATION | START TIME     | END TIME       | CONNECT REASON | DISCONNECT REASON  |
|---------|-----------|----------|----------------|----------------|----------------|--------------------|
| A       |           | EXTERNAL | t <sub>1</sub> | t <sub>7</sub> | NORM START     | NORM DROP          |
| B       | 0001      | INTERNAL | t <sub>1</sub> | t <sub>4</sub> | NORM START     | Xfr AWAY           |
| HOLD    |           | INTERNAL | t <sub>4</sub> | t <sub>6</sub> | Xfr Rec        | Xfr AWAY           |
| C       | 0002      | INTERNAL | t <sub>6</sub> | t <sub>7</sub> | Xfr Rec        | OTHER PARTY HANGUP |

FIG.16B

CTI MCR WITH AGENT "B" RECORDED

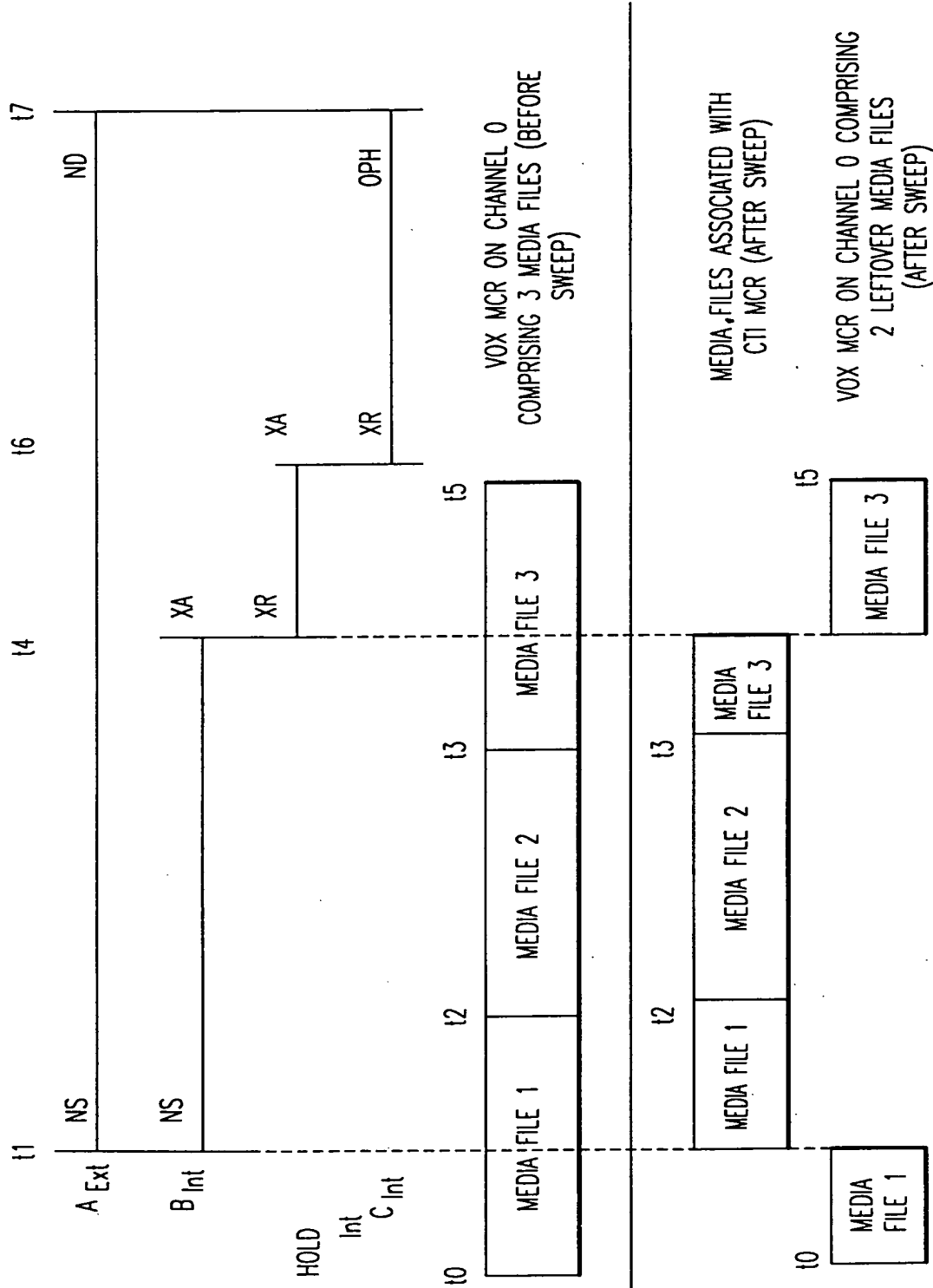


FIG.17

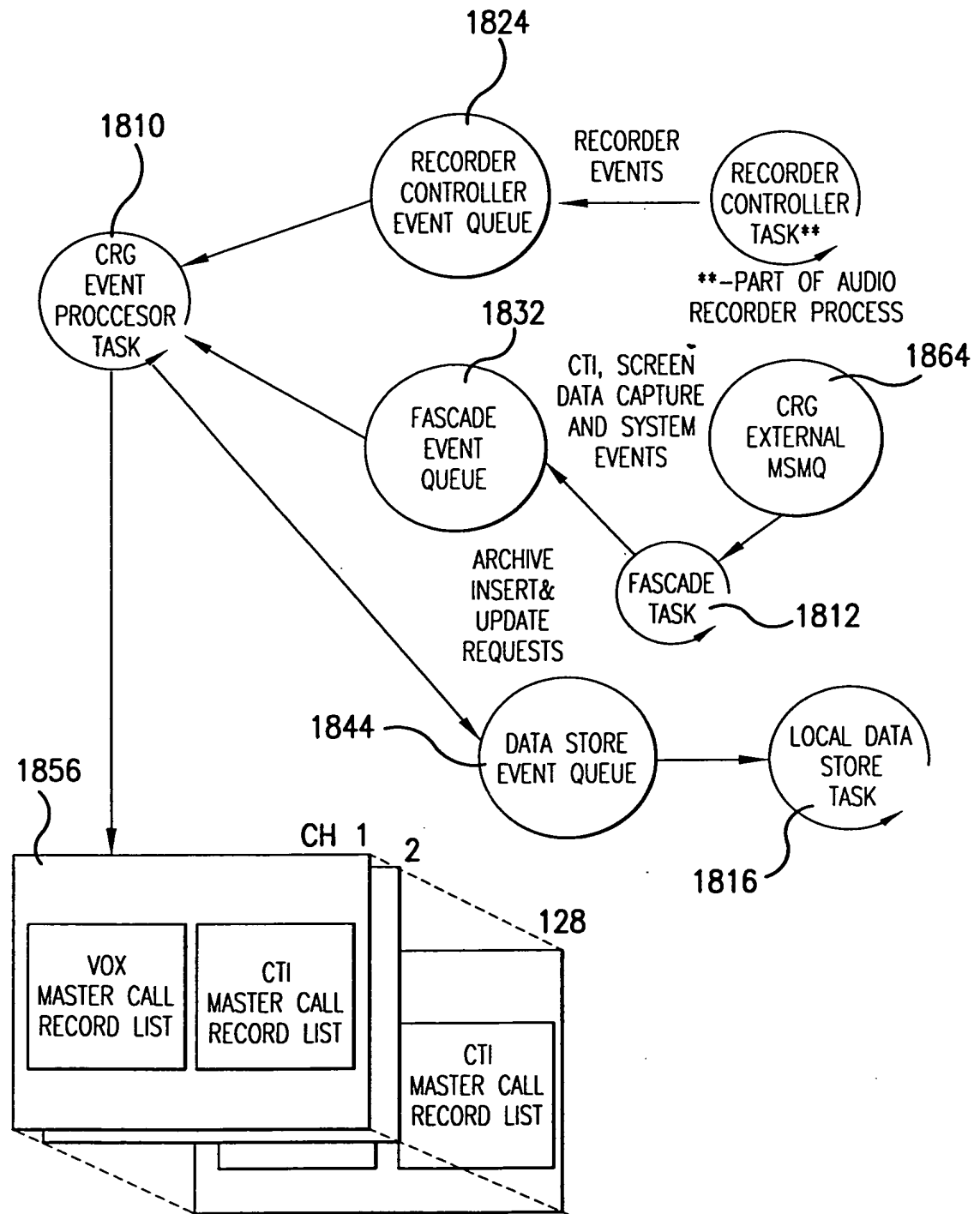
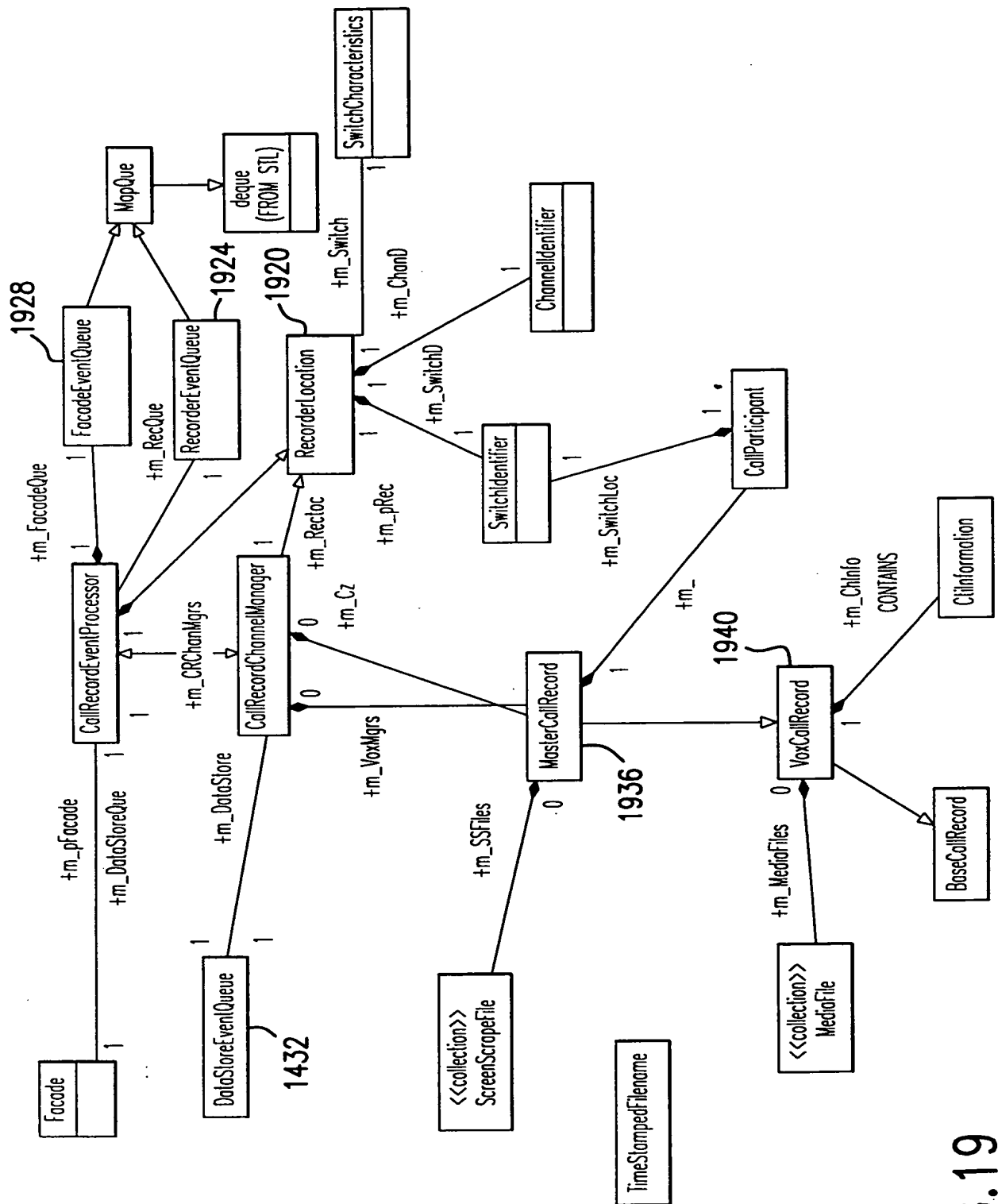


FIG. 18



**FIG. 19**

STREAM CONTROL MANAGER:INITIALIZATION SEQUENCE

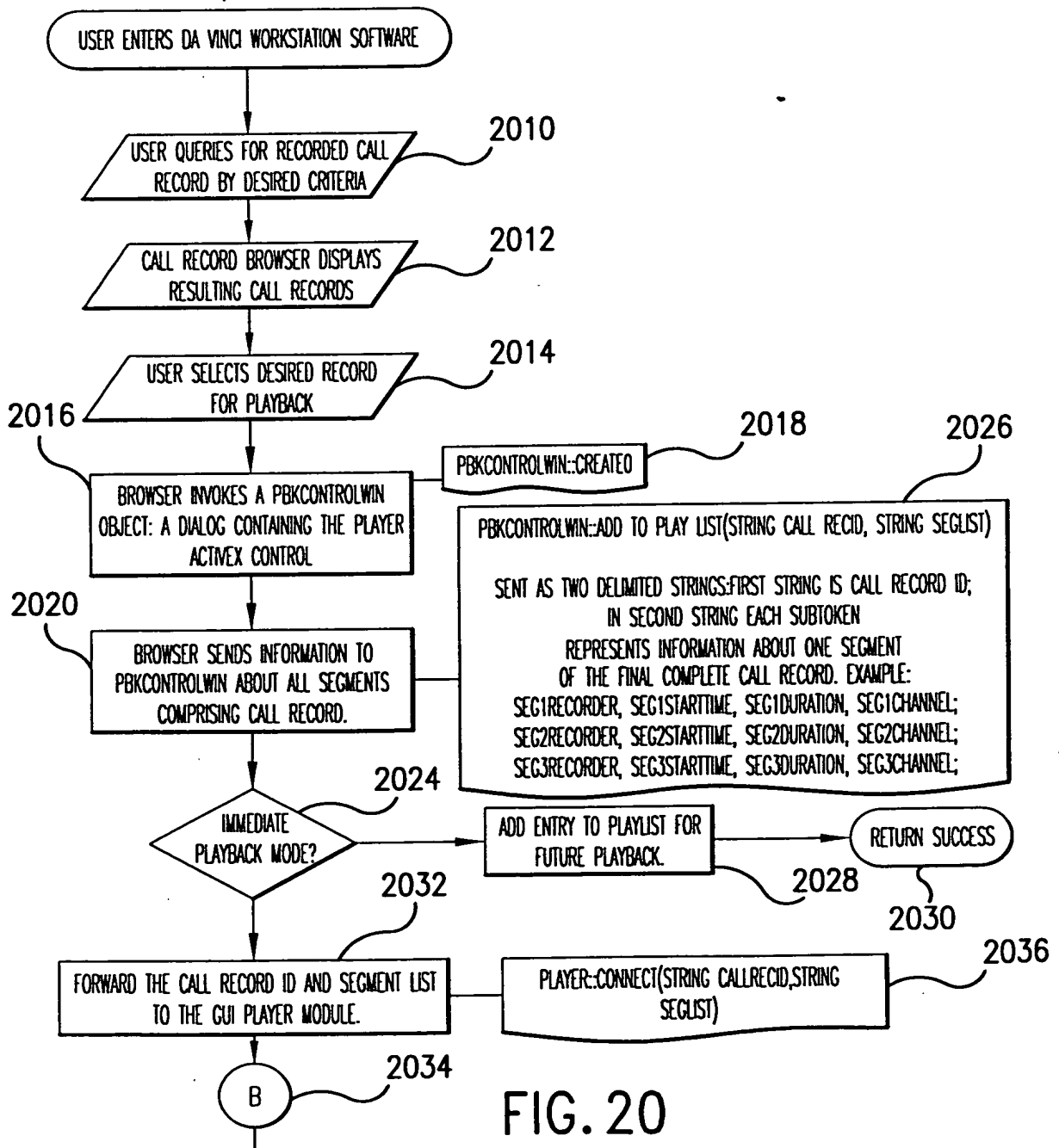
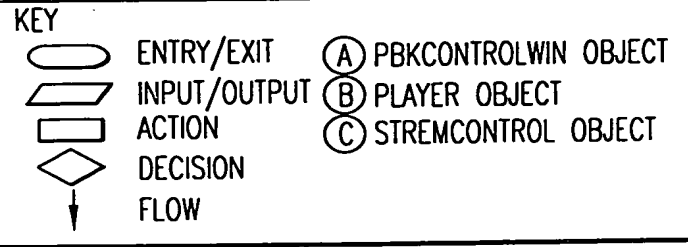


FIG. 20

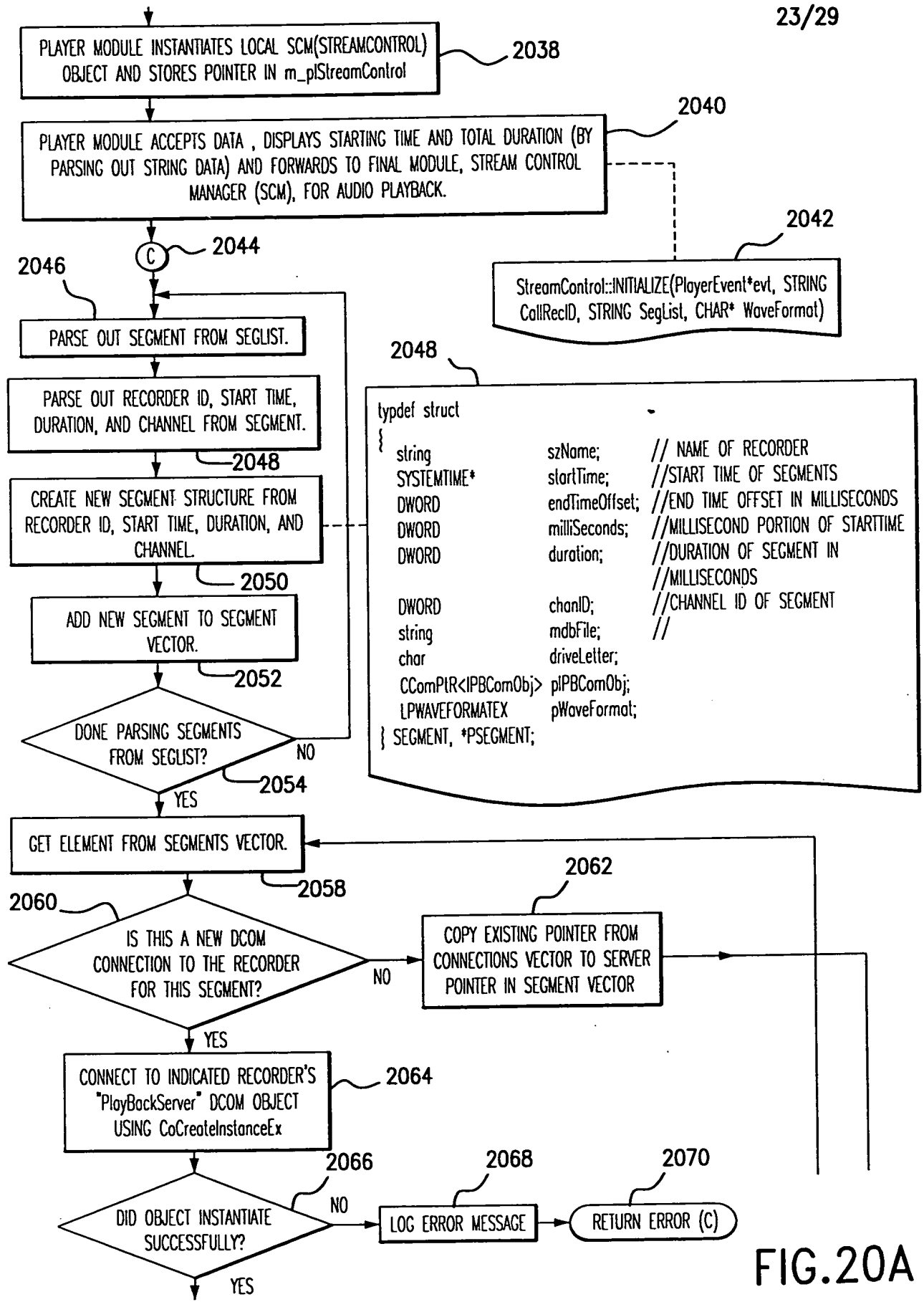


FIG.20A

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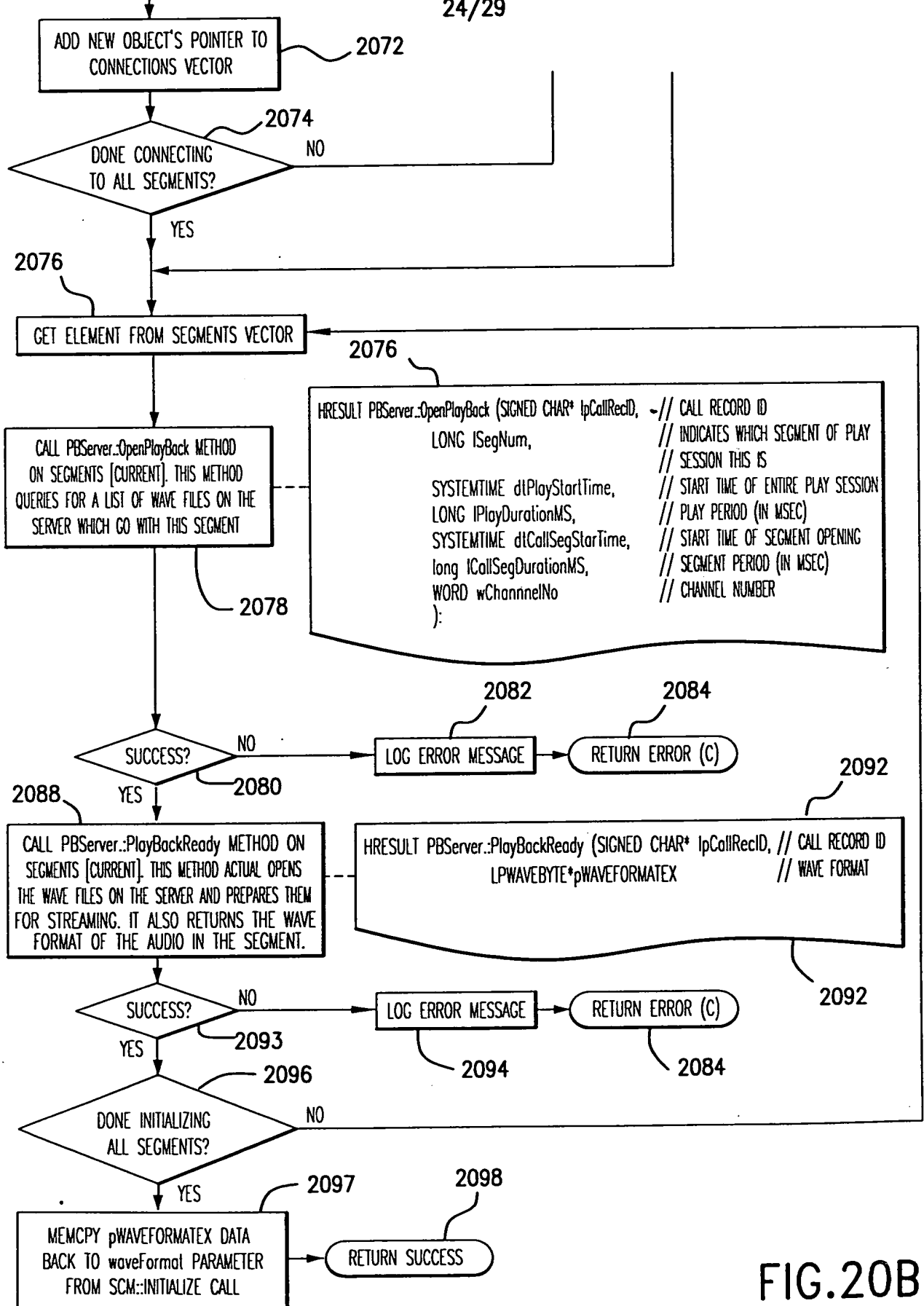


FIG.20B



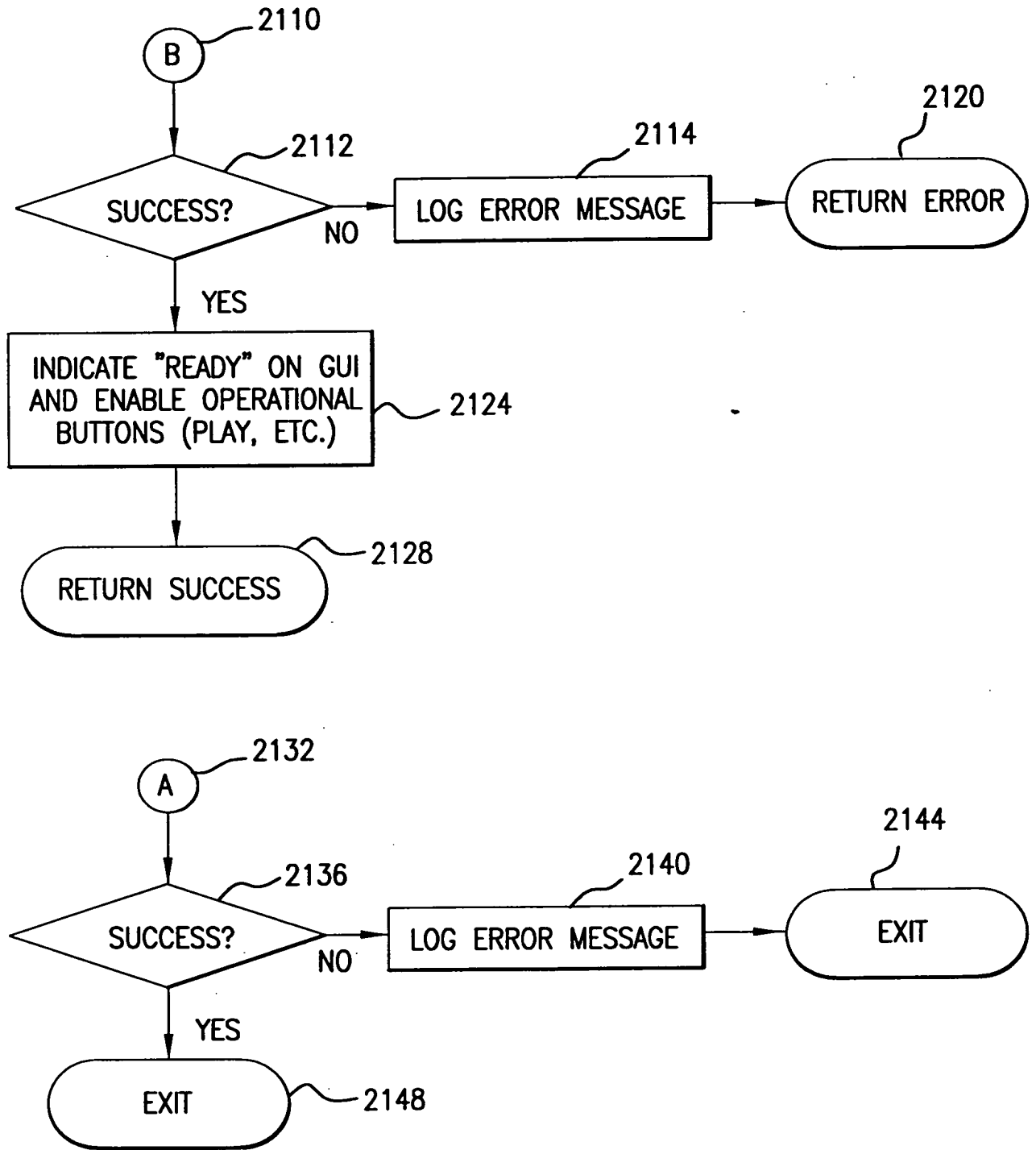







FIG.21

KEY: STREAM CONTROL MANAGER:  
PlayBack SEQUENCE

-  ENTRY/EXIT
-  INPUT/OUTPUT
-  ACTION
-  DECISION
-  FLOW
- (A) PbkControlWin OBJECT
- (B) PLAYER OBJECT
- (C) StreamControl OBJECT

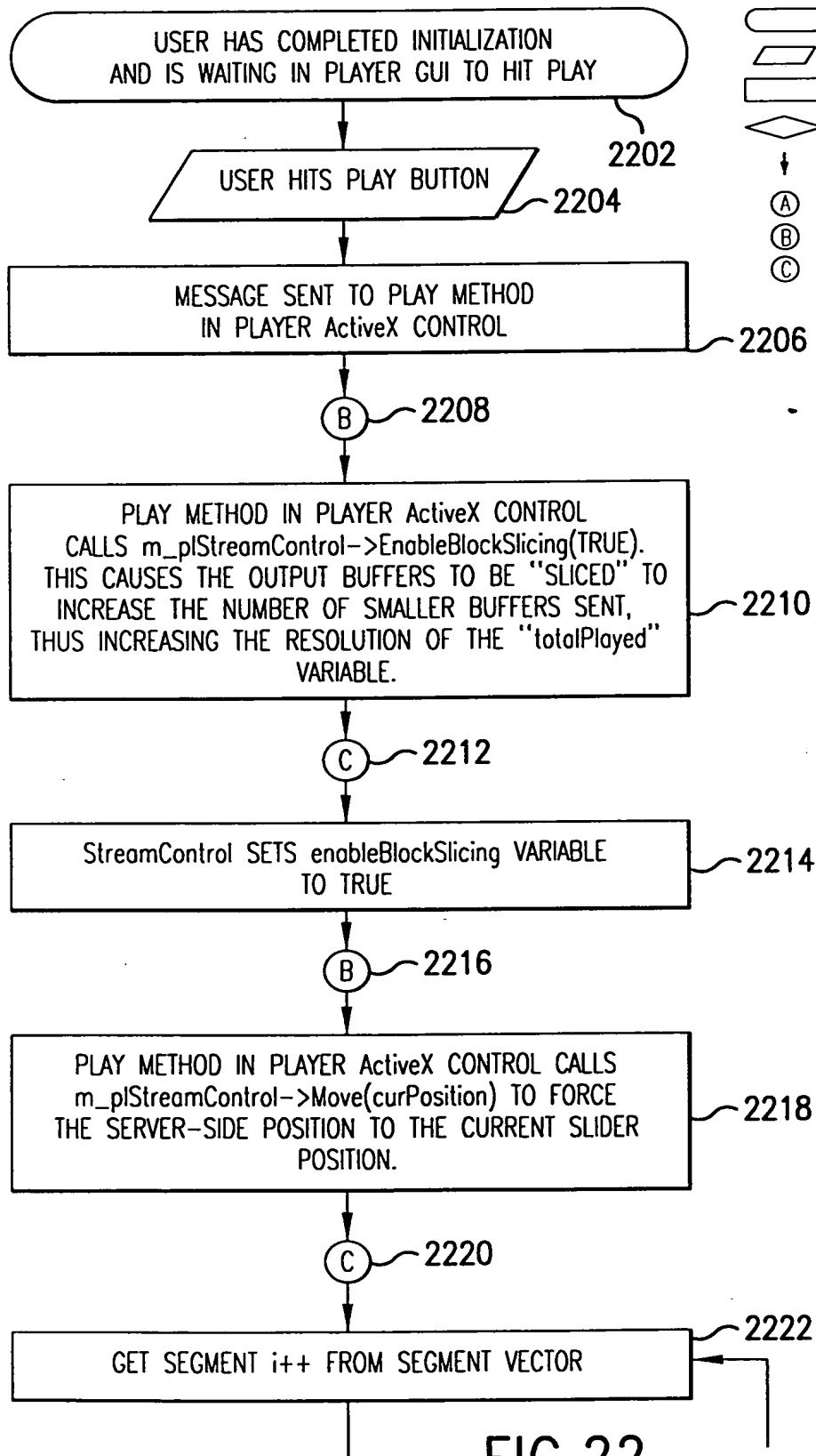


FIG.22

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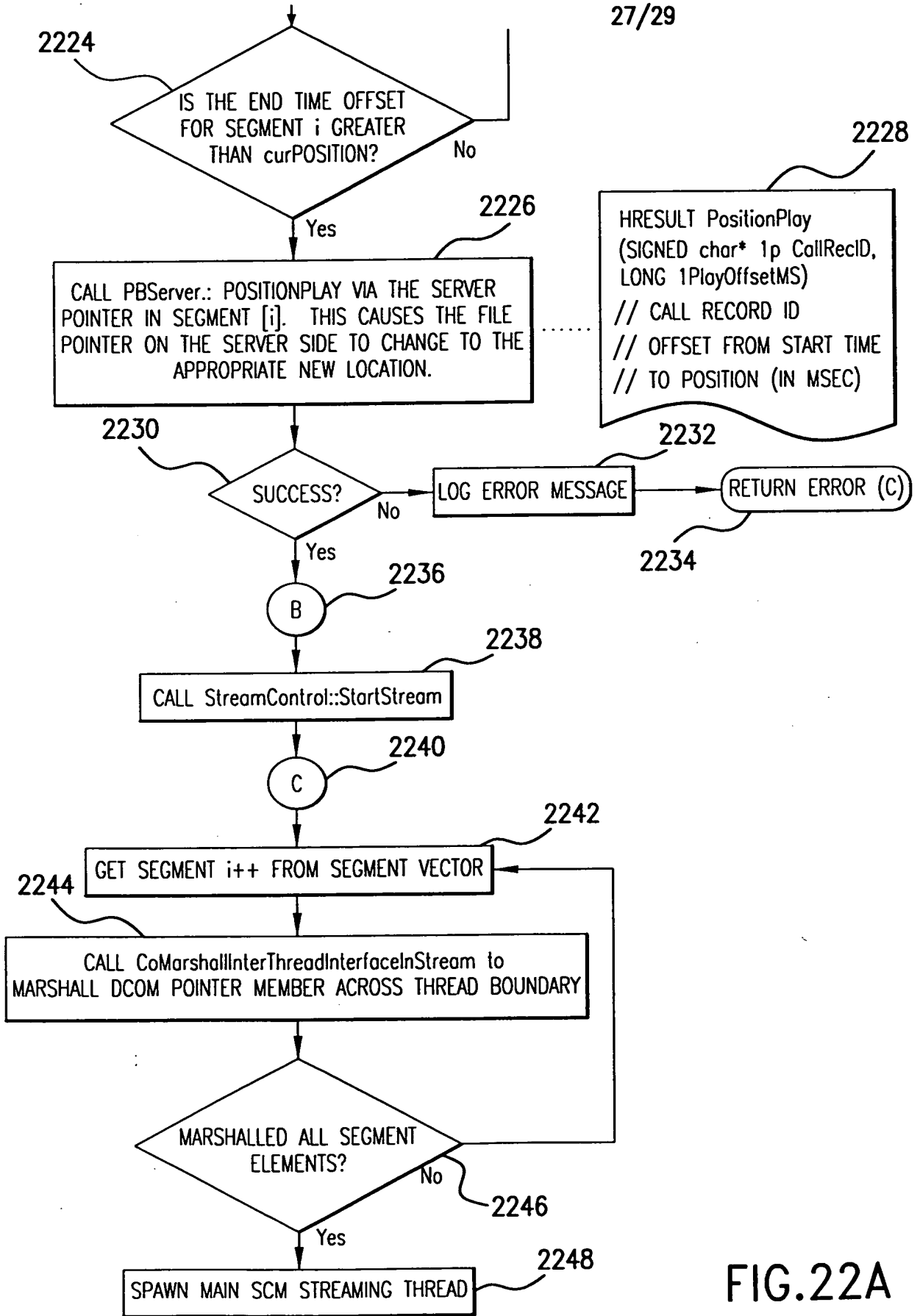


FIG.22A

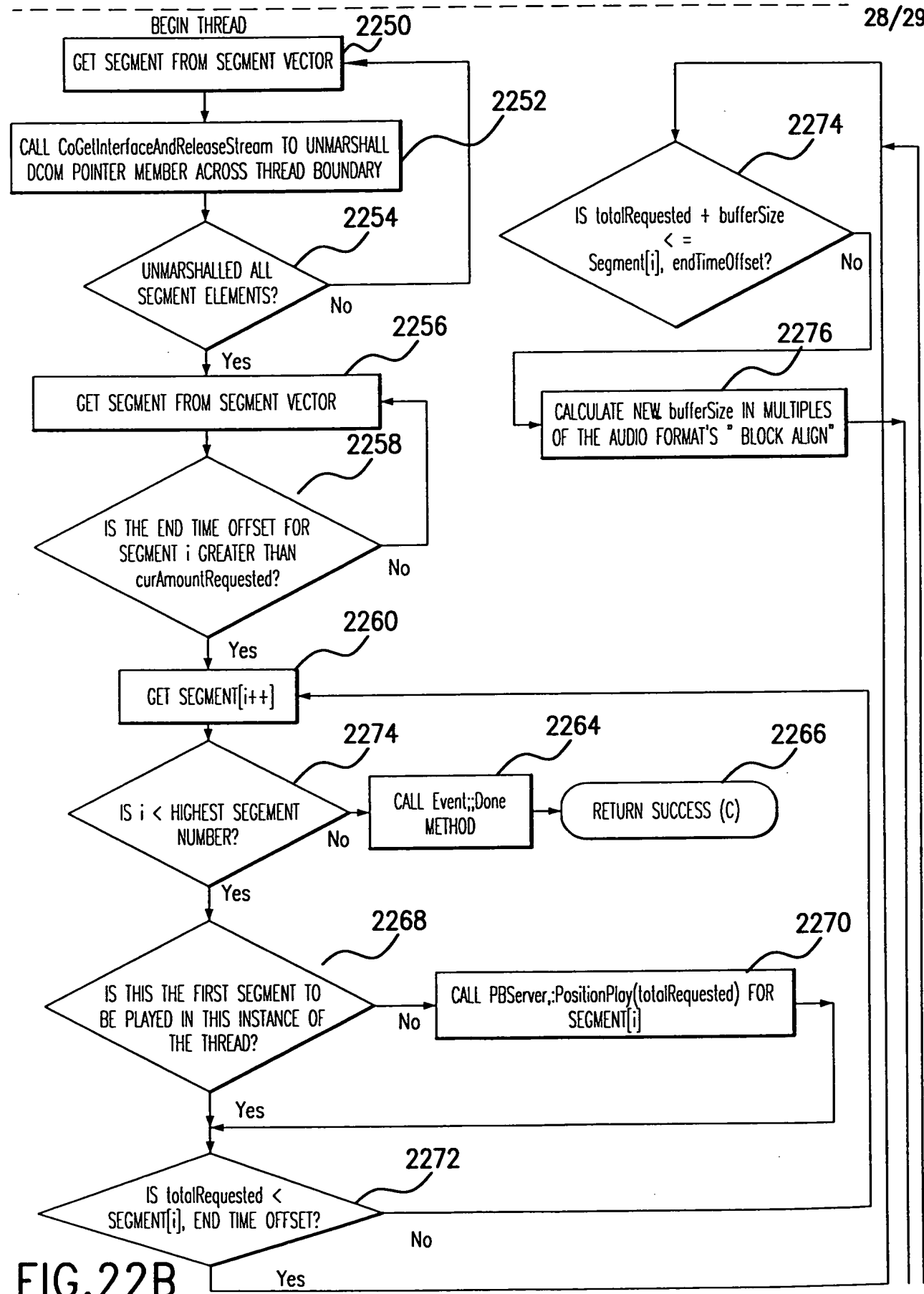


FIG.22B

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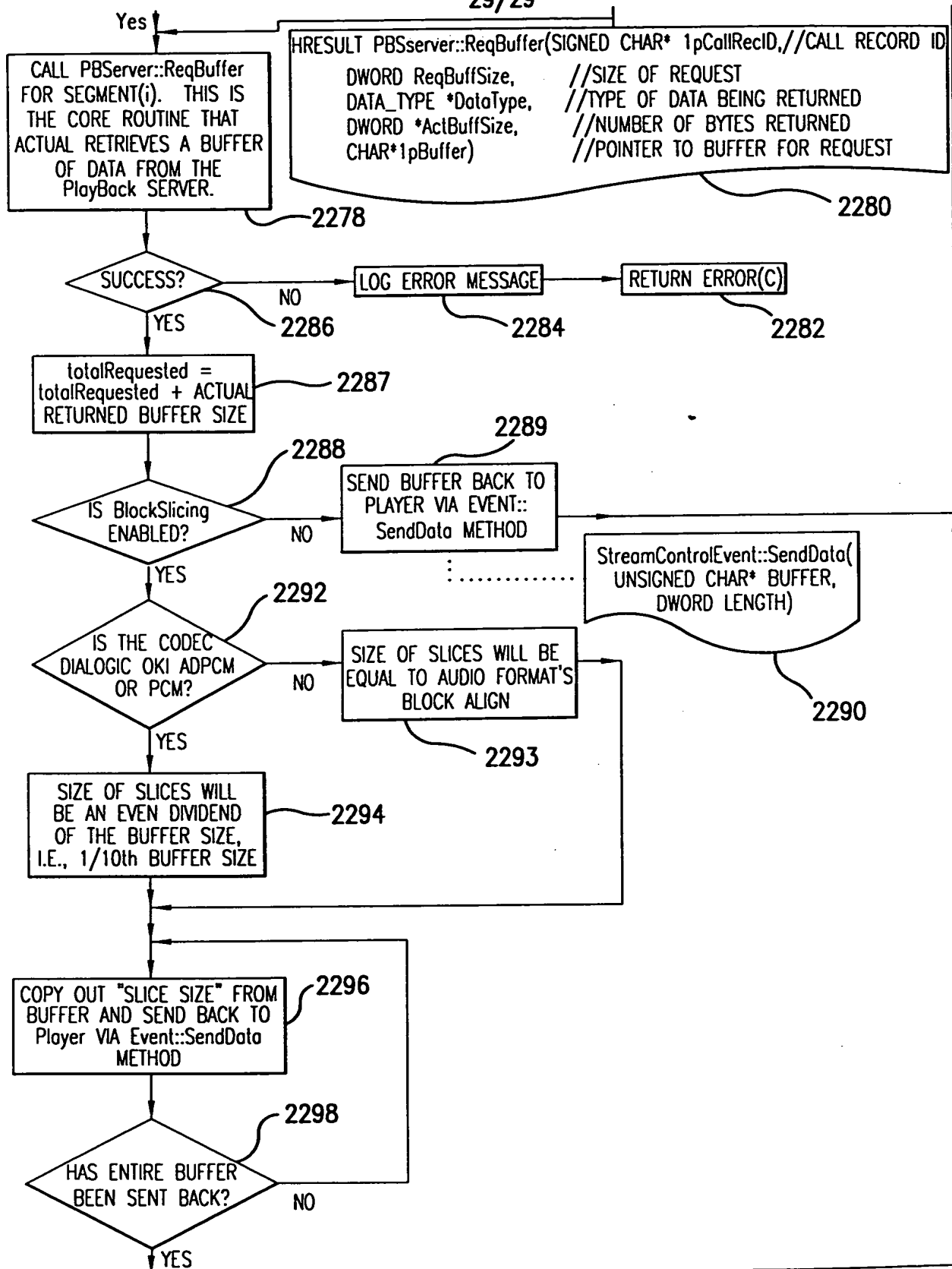


FIG.22C